



STATE OF VERMONT
OFFICE OF LEGISLATIVE COUNCIL

NOW HIRING: USER SUPPORT SPECIALIST

The Office of Legislative Council, IT Department, is seeking a User Support Specialist. The User Support Specialist will create, organize, and engage in training activities to enhance users' technical aptitude, maintain and update mobile devices and accessory inventory, and facilitate the use and setup of presentation equipment. The User Support Specialist will provide support both one-on-one and in groups, including in legislative committees.

The Office of Legislative Council, IT Department, is a small, collaborative team. Strong interpersonal skills and the ability to work independently are essential. In addition to the State standard compensation package, we also provide paid technical training and professional development opportunities.

This position is nonpartisan, and it is essential that personal political beliefs do not interfere with the quality of service provided.

**This is a year-round, full-time, exempt position, with full State of Vermont benefits.
Salary range is based upon qualifications.**

REQUIRED EDUCATION/EXPERIENCE:

Associate's degree in computer science or a related subject, OR 2+ years' experience in user support.

REQUIRED PROFICIENCIES:

- Self-starter with a high aptitude and a strong desire to learn new technologies.
- Ability to develop and instruct technology classes.
- Ability to effectively engage user group using a variety of means.
- Ability to quickly and accurately troubleshoot issues in time-sensitive situations.
- Microsoft Office 365
- Windows 7/10
- Apple iOS
- Android OS

Application Procedure:

Please submit a resume and a cover letter describing how your education and experience make you well suited for this position to: ITApplication@leg.state.vt.us. Include the subject line: "User Support Position - Trainer" in your email. The resume and cover letter should be in PDF format.

Equal Opportunity Employer: The Office of Legislative Council is an equal opportunity employer. Applications from women, individuals with disabilities, veterans, and people from diverse cultural backgrounds are encouraged. ADA accommodations will be provided upon request.